

**AB12 Federal Kin-GAP Conversion Implementation Plan and Milestones**

<b>Implementation Task</b>	<b>Date of Implementation</b>	<b>Responsible Person</b>	<b>Project Milestone</b>	<b>Status/Comment</b>
Finalize workflow and associated forms between Revenue Enhancement and Kinship Section	2/21/11	Connie Weaver	Test the functionality of the tracking system and Kinship Sections ability to pull cases from the system for conversion case assignment.	Completed
Revenue Enhancement staff orientation to Test Sample process and purpose	2/22/11	Connie Weaver	Integrate staff input on workflow requirements	Completed
Drew Test Sample Cases (20)	2/22/11	Connie Weaver	Validate workflow, timeframes and tracking system functionality before implementation to assure accuracy of data capture and reporting.	Completed
Retrieve Test Sample cases from Storage	2/24/11	Connie Weaver	Determine actual retrieval timeframes for work going forward	Completed
Conduct Redetermination of Test Sample Cases	2/28-3/1/11	Connie Weaver	Determine federal or state eligibility	In Progress
Kinship staff Orientation	2/22/11	Michael Gray Connie Weaver	Integrate staff input on workflow requirements	Completed
Test Sample cases will be posted on LAKIDS Redetermination tracking system once ready for conversion	2/28-3/1/11	Connie Weaver and Revenue Enhancement staff	Test functionality of tracking system	In Progress
Meet with policy staff to develop cheat sheet for conversion staff	2/25/11	Martha Forbes	Simple guide to build and support staff confidence	Completed
Revenue Enhancement to		Connie Weaver and Revenue	Re-notification of caregivers	In Progress

mail letters to caregivers along new AB 12 forms on cases from January 2011-April 2011	2/28/11	Enhancement staff	who have had previous redeterminations before ACL release	
Kinship Support staff to monitor the redetermination site daily to receive cases for conversion	2/28/11	Michael Gray Martha Forbes	Test assignment functionality	In Progress
Kinship Support clerical creates a case specific folder and gives to SCSW for review and assignment to conversion staff	3/1/11	Michael Gray Martha Forbes Robin Lewis	Establish hard files for future re-determination efforts and on-going support of family	In Progress
Conversion CSW contacts caregivers within 3 business days of assignment to schedule conversion appointment.	3/1/11	Michael Gray Martha Forbes	Begin expedited conversions	In Progress
Conversion CSW to conduct face to face visit within 5 days of the date of the appointment	3/1/11	Michael Gray Martha Forbes	Begin expedited conversions	In Progress
Initiate Test Sample	3/1/11	Michael Gray Connie Weaver	Begin expedited conversions	In Progress
Analyze and prepare a report summarizing test findings	3/3/11	Michael Gray Jennifer Hottenroth Connie Weaver	Evaluation of test outcomes	Pending
Presentation to Executive Team/Operations	3/3/11 3/16/11	Michael Gray Connie Weaver Teresa Arevelo Paul Freedlund	Summarize test outcomes	Update Scheduled
Regional Managers Presentation	3/4/11	Michael Gray Teresa Arevelo	Summarize test outcomes	To be Scheduled

Finalize Policy Materials	3/5/11	Guy Trimarchi	Conversion activity Policy ready for use	Approved by Exec Team
Finalize Training Curriculum and all related materials	3/5/11	Shirley Mc Neal	Conversion Training materials ready for release and use	Draft Pending Review
Begin Training of all Revenue Enhancement and Kinship Staff	3/5/11	Shirley McNeal Connie Weaver Michael Gray	Staff readiness	To be Scheduled
Train all other program staff to support Kin-GAP conversions( D-rate, PHN's, Regional leads	3/5/11	Shirley McNeal Ron Burke	Staff readiness	To be Scheduled
Commission Update	3/21/11	Michael Gray	Stakeholder presentation	Scheduled
Initiate Kin-GAP Conversions	<del>3/08/11</del> 4/1/11	Michael Gray Connie Weaver	All conversion cases must be completed by the last day of each month.	Pending
Weekly Performance Report (#1)	<del>3/15/11</del> 4/15/11	Michael Scoggins James Blaydes James Cooper Martha Forbes	Appointments to be scheduled within 3 days of case assignment; Face to Face contact within 5 days of appointment date	Assess staff performance compliance with scheduling and contact expectations during conversion work
Weekly Productivity Report	<del>3/15/11</del> 4/15/11	Michael Scoggins James Blaydes James Cooper Martha Forbes	5 conversions per day per CSW; 35 per week with 7 CSW's; 140 per month (26% of total required) with existing Kinship staff. Increase has efficiency improves to achieve an equal balance in workload between conversion and support.	540 per month average each month for 12 months; consider 30% by telephone on selected cases as found appropriate; 24% remain uncovered of January required conversions; approximately 2000 cases create the January- April backlog.
Evaluate re-engineering opportunities to absorb the	<del>3/20/11</del> 4/20/11	Michael Gray Connie Weaver	Balance and maximize performance and productivity	Pending

24% of un-covered conversion cases into existing Kinship workload		Teresa Arevelo	workload ratio or justify request for increase in staff assets.	
Funding and Benefits Update	4/20/11	Michael Gray	Judicial Stakeholder Update	Scheduled
Weekly Performance and Productivity Report (#2)	3/22/11 4/22/11	Michael Scoggins James Blaydes James Cooper Martha Forbes	Review performance and productivity expectations as appropriate and adjust expectations to actual conversion productivity averages as efficiency increases.	Must strive to absorb the 24% in order to assure maximum productivity each month in addition to having capacity to absorb early re-determination requests.
Combined Conversion staff meeting	3/29/11 4/29/11	Connie Weaver Michael Gray	Project workflow assessment and staff feedback	Pending
Weekly Performance and Productivity Report (#3)	3/29/11 4/29/11	Michael Scoggins James Blaydes James Cooper Martha Forbes	Review performance and productivity expectations as appropriate and adjust expectations to actual conversion productivity averages as efficiency increases.	It will be necessary to assure that each months conversion workload volume can be disposed of at a rate of 100% in order to meet overall project objective of converting all 6300 plus cases.
First month productivity report	4/06/11 5/6/11	Connie Weaver Michael Gray Teresa Arevelo Michael Scoggins James Blaydes James Cooper Martha Forbes	Evaluate individual and collective productivity (100% conversion rate desired for all appropriate federally eligible cases month to month)	Pending (Backlog associated with delay in release of ACL must be managed to reduce and eliminate s quickly as possible)
Integrate new Kin-GAP case entries	4/08/11 4/1/11	Paul Freedlund Harvey Kawasaki Connie Weaver	Formalize workflow and forms inclusion on all new cases	Average of 70 per month